

MICHIGAN COLLECTIONS LICENSING GUIDE

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1. HOW THE PROFESSION IS ORGANIZED IN MICHIGAN

OVERVIEW

This guide looks at things that you as a foreign-educated collection agency professional must do to become eligible for a collections license in Michigan. At the same time, it includes some background and tips on the larger collections profession to give you an idea of the variety of opportunities available as you work to rebuild your career. The collections profession encompasses the following:

- Collection agency manager is the individual responsible for the operation of a collection agency.

REGULATION OF THE COLLECTIONS PROFESSION IN MICHIGAN

The Bureau of Professional Licensing (BPL) within the Michigan Department of Licensing and Regulatory Affairs (LARA) regulates the collections profession in Michigan. Before you can be eligible for licensure, you must meet certain training requirements and pass a state examination. The examination is administered by PSI Services LLC (PSI) through testing centers in Michigan.

2. ELIGIBILITY FOR LICENSING

I. The process for obtaining a collection agency manager license:

- Has a high school diploma or demonstrates to the satisfaction of the department that the applicant possesses the equivalent of a high school education.
- Has had at least 6 months of full-time experience in the collection of accounts.
- Has passed the examination approved by the department.
- Is at least 18 years of age
- Be of good moral character

II. Apply for a Collection Agency Manager License

The Collection Agency Manager application is located on the Collections Website at www.michigan.gov/collections. The license application must be completed and all requirements for licensure must be met before receiving approval by the Department to take the examination. You will receive an authorization to test (ATT) letter, you may contact PSI Services LLC, the exam provider, at 1-800-733-9267, or go to the website at www.psiexams.com, to register for the examination.

After successfully passing the exam, a collection agency manager license will be issued.

3. EXAMINATIONS

Using the contact information contained in your “ATT” letter, you may provide PSI to schedule and pay for your exam. To determine what is covered on the examinations, please visit PSI’s website at www.psiexams.com to download the appropriate Candidate Information Bulletin (CIB). The CIB provides helpful information regarding the examination, such as an outline of the examination, suggested reference list, etc.

The cost to take the examination is \$56.00 and requires a passing score of 70%. The cost to retake the exam is \$56.00.

4. TIME AND COSTS

To be successfully licensed as a Collection Agency Manager in Michigan depends on a number of factors, including:

- Your ability to complete the 6 months of full-time experience in
- Your performance on required examinations
- Your free time and what you can afford to spend on licensing

We provide two hypothetical scenarios to show just some of the variety of results that immigrant professionals may find when they seek to become licensed in Michigan. Please consider these scenarios as two examples out of many possibilities. Please understand that individual experiences may vary.

SALESPERSON HYPOTHETICAL SCENARIOS:

Step	More Efficient Scenario <i>Approximate Time and Cost</i>	Less Efficient Scenario <i>Approximate Time and Cost</i>

Step	More Efficient Scenario <i>Approximate Time and Cost</i>	Less Efficient Scenario <i>Approximate Time and Cost</i>
1 Satisfaction of Requirements	<ul style="list-style-type: none"> • Submit application with application fee • 1 week + application fee 	<ul style="list-style-type: none"> • Submit application with application fee • Do not have 6 months full-time experience • 6 months + application fee
2 Exams	<ul style="list-style-type: none"> • Pass exam on first attempt • 1 week + \$56.00 	<ul style="list-style-type: none"> • Have to retake the exam • Takes 6 months to retake the exam • 6 months + \$56.00
	<ul style="list-style-type: none"> • More Efficient Total <i>Approximately 1 week + application fee + \$56.00 exam fee.</i> 	<ul style="list-style-type: none"> • Less Efficient Total <i>Approximately 9 months + application fee + \$56.00 exam fee.</i>

4. OTHER CAREERS AND CREDENTIALS

In order for a person to obtain a collection agency license, a collection agency license application must be submitted to our office with the required \$225.00 fee, and a cash or surety bond, which is the cost of operating a collection agency business. Additional paperwork is required with the application. The cost to renew a collection agency license is \$125.00 and an annual report is due by May 16 each year.

5. BEYOND LICENSING

MAINTAINING LICENSURE

Collections licenses expire on June 30 every year. Licensees will receive a renewal notice approximately 90 days prior to the expiration date. You must renew the license online and the cost to renew is \$50.00 for a collection agency manager, and \$125.00 for a collection agency. If your license expires for longer than 60 days, you will be required to apply for relicensure to reactivate your license.

LICENSING MOBILITY (RECIPROCITY)

Michigan does not have a reciprocal agreement with any other state.

6. IMPORTANT LINKS

LICENSING AND REGULATION

- The Bureau of Professional Licensing is the state regulatory agency for the Collections profession in Michigan. The Bureau's website is www.michigan.gov/bpl. The website specifically for the collections profession is www.michigan.gov/collections, which includes links to the collection profession's laws and administrative rules, applications, frequently asked questions, etc.
- Contact information: Department of Licensing and Regulatory Affairs, BPL-Licensing Division, PO Box 30670, Lansing MI 48909.
- Telephone Number 517-241-9288; Fax: 517-373-7179
Email: bplhelp@michigan.gov

TESTING

- Candidate Information Bulletins are available on PSI's website at www.psiexams.com or you may click one of the links below:

[Exam bulletin for Collection Agency Manager](#)